



# CITY OF FALLS CHURCH

## RECRUITMENT ANNOUNCEMENT

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### **Systems Specialist/Help Desk Analyst**

There is a temporary full time Systems Specialist/Help Desk Analyst position available with the City. This position will be responsible for coordinating, monitoring, and participating in the day-to-day management and operations of the City's IT support service request ticketing system in conjunction with the outsourced IT support contracted staff for the support of the City. The position will also be responsible for properly recording, classifying and prioritizing City staff and internal IT operations service requests, providing some task prioritization to the City's IT support contract personnel providing input to the Chief Technology Officer (CTO) and team in developing and implementing the City's overall IT strategic plan, as well as developing and/or refining policies and procedures related to daily IT support and process improvements; and providing general IT support coordination and liaisons with Falls Church Public Schools' IT staff as required. The work is performed under the general supervision and guidance of the City's Chief Technology Officer (CTO).

#### **Responsibilities:**

This position requires strong workstation support skills with key focuses including, but limited to:

- Command of IT ticketing system use and workload management;
- Command of general workstation support tasks (hardware & software);
- Command of detailed Windows OS support tasks (XP, Vista, or 7);
- Command of Microsoft Office support tasks (install & troubleshoot errors);
- Command of basic printer hardware support (paper jams, toner, roller replacement, etc.);
- Know how to setup / configure printers on a basic network;
- Know how to setup a basic Windows based OS PC to a new unformatted hard drive (XP, Vista, or 7);
- Know how to mitigate and handle system viruses, malware, spyware & Adware;
- Know how to navigate the Windows registry and understand the overall structure (HKLM, HKCU, etc.);
- Able to handle majority of PC hardware component replacement (RAM, hard drive, components);
- Know how to use system imaging software to create and load images (Ghost, etc.);
- Tracing network patch cables from PC to wall jacks or connectivity devices;
- Able to use basic network cord / wiring continuity testers;
- Understand and can follow basic network device inter-connectivity diagrams;
- Know how to properly use Remote Desktop Connection to access systems;
- Understand various hard drive standards (IDE, SATA, SAS, SCSI, etc.);
- Understand basic AD account and machine administration -
  - Password reset, unlock account, disable user, add/delete user, group membership, change OU;
  - Search for accounts in Windows management console;
  - Join / disjoin systems from domain, change OU;
- Able to follow other specific advanced troubleshooting steps that are documented;

- Able to follow other specific advanced troubleshooting and configurations that are trained on site;
- Performs other related tasks as required.

**Qualifications:**

- Graduation from an accredited high school with a minimum of 2 years of directly related professional experience, or graduation an accredited college or university with an Associates or Bachelor's degree and a minimum of 1 year of professional experience in supporting information systems and computer operations;
- Professional experience showing ability to research problem solutions, coordinate, schedule projects and prioritize work;
- Demonstrating ability to respond to multiple tasks within acceptable time frames, and ability to prepare and maintain accurate reports and records;
- Experience has shown excellent configuration and support knowledge of operating systems including, Windows XP, Vista & 7, along with MS Office Professional applications;
- Also basic understanding of supporting workstation network connectivity over switches on TCP/IP networks;
- Experience with showing the ability to establish and maintain effective working relationships with officials, customers, the general public, all levels of employees and contractors, to prepare reports and to communicate ideas effectively, both orally and in writing;
- Ability to proactively self-initiate and continually expand professional development of all necessary skillsets, as well as keep abreast of related emerging technologies that would be used from a wide variety of sources (i.e., online resources, self-paced online training, training materials, and some training courses as available);
- An equivalent combination of relevant training, certificates, and professional experience may be considered.

**Hours:** This is a full time position 40 hours per week term position funded until July 2014. It will be recommended to make this position a regular position in the FY15 budget.

**Salary:** \$43,075 - \$55,000, depending on qualifications. Benefits package includes health insurance, life insurance and paid leave.

**To Apply:** Send City application or resume to City of Falls Church, Human Resources Division, 300 Park Ave., Falls Church, VA 22046 or via e-mail at [hr@fallschurchva.gov](mailto:hr@fallschurchva.gov).

**Equal Opportunity Employer:** The City of Falls Church does not discriminate on the basis of race, color, national origin, gender, sexual orientation, religion, age or disability.

**Reasonable Accommodation:** During the selection process, applicants with disabilities may request reasonable accommodation with the agreement of the Human Resources Division. Requests should be directed to the Human Resources Division. The City of Falls Church does not discriminate on the basis of race, color, national origin, gender, sexual orientation, religion, age, or disability.

All City Facilities Are Smoke Free